

MALCOLM EDWARDS



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Consultative Strategist · Systems Thinker · People-Centered Leader · Process Transformer

IT Program Manager & ServiceNow Product Owner

Tax & Financial Services, Enterprise Services, IT Governance - H&R Block Mar 2016 – Jan 2025

Stakeholder & Leadership

- Strategic direction and process and capability maturation for IT Service Management Program, overseeing CMDB/Configuration, Change, Knowledge, Incident, and Problem Management, enabling ITIL processes to support successful infrastructure transition to Azure Cloud.
- Chaired Root Cause, CAB, and Major Incident reviews, producing executive-ready risk and performance insights. Managed Corrective Actions and follow-up activities for Major Incidents. Documented RCA findings into catalog of Incidents and Known-Errors. Invoked GenAI to structure assembled notes from Major Incident logs, notes, and RCA into standardized documentation. Integrated CI/CD deployments into automated Change Management workflows.
- Partnered with project managers to define and adopt testing and compliance standards across projects

Systems & Process Leadership

- Directed enterprise ServiceNow migrations and integrations, modernizing IT and Enterprise Service Management processes and embedding platform governance across IT and business functions.
- Served as Product Manager and Scrum Master for Agile platform development, maintaining road maps, grooming stories, and tracking delivery performance over multiple release cycles
- Implemented Architected multiple module implementations (Case Management, GRC, HR, Vendor Risk, Vulnerability) and cross-platform integrations (RPA, IT Asset, Facilities) that scaled operational capabilities enterprise-wide.
- Established a continual process maturity road map, standardizing Agile delivery, platform health monitoring, and compliance, development, and data governance practices.

Analysis & Reporting

- Built dashboards in ServiceNow, Azure, Power BI, Tableau, and Grafana to increase risk and compliance visibility across the enterprise
- Created automated incident and change review documents using retrieval-augmented generation to reduce reporting effort

Compliance & Risk Enablement

- Ensured workflows and procedures complied with GDPR, HIPAA, SOX, SOC2, CCPA/CPRA, AML, FINRA, KYC, and GLBA requirements
- Designed audit-ready processes for privacy and risk controls, and trained teams in vulnerability management, access management, and firewall/whitelisting practices
- Produced compliance dashboards to support managers, service owners, and auditors

Service Management Leadership

- Served as ServiceNow Product Owner, Architect, System Administrator, and IT Service Management ombudsman, aligning platform road map with business, compliance, and enterprise needs
- Chaired major incident and change reviews, fostering collaboration among IT and business stakeholders
- Mentored cross-functional teams on workflows, compliance practices, and analytics adoption, driving continuous service and process capability and maturation improvement.

IT Service Management Manager, Software Quality Assurance Manager

Financial Services & Regulated Industries — UMB Bank, NA Sep 2006 – Oct 2015

Systems & Process Leadership

- Directed QA and ITSM teams supporting ServiceNow administration, Service Desk, and ITIL practices including Incident, Change, Configuration, Request, and Problem Management
- Aligned delivery with Waterfall and Agile methods, developing project and Agile performance measures to accelerate capability adoption

- Transformed IT Service Desk into a career-development hub, improving delivery maturity, responsibility, and morale across IT operations.
- Managed enterprise adoption of proactive problem management and CMDB service mapping,

Compliance & Risk Enablement

- Designed and managed dashboards for Test Management, Service Desk and ESM Request Fulfillment performance, and Incident/Change reporting, enabling data-driven risk-informed decision-making
- Introduced requirements-based testing, test data modeling, and database testing practices to improve test coverage and traceability
- Partnered with asset and compliance teams to embed audit traceability into ITIL process reporting

Quality Assurance Manager Healthcare & Insurance Technology — GeoAccess, Inc. Dec 1997-Sep 2006

Systems & Process Expertise

- Managed the full test life-cycle for healthcare and insurance platforms with national data impact
- Oversaw GIS and cartographic software testing, ensuring demographic and geographic accuracy
- Integrated Census Bureau data into enterprise QA processes to enhance quality standards

Analysis & Reporting

- Produced quality metrics, risk evaluations, and executive progress, risk, and status reports
- Designed demographic and geographic data validation methods
- Supported analytic cartography validation for flagship offerings

Team Leadership

- Supervised and developed a team of five QA analysts, supporting skill development and role progression
- Authored Knowledge Management resources for training and user support
- Coordinated cross-functional collaboration to improve compliance adoption across business units

SKILLS & TOOLS

Business Analysis & Process

- Agile/Scrum delivery, Product Ownership, Backlog Grooming, DevOps CI/CD
- Requirements Elicitation (UML, BPMN, BRDs, Agile Epics/Stories, Functional & Non-Functional)
- Process Design, Mapping, Performance Analysis, Workflow Optimization, Training, Knowledge Management
- Test Design & Management: Manual, Automated Regression, Database, API, UAT, Load/Performance

Compliance, Risk & Governance (GRC)

- Regulatory Frameworks: GDPR, HIPAA, SOX, SOC2, AML, BSA, FINRA, KYC, GLBA
- Compliance Controls, Tests, and Risk Assessment Management
- ServiceNow GRC, Vulnerability Management, Vendor Risk Management Modules

Data Analysis & Reporting

- Tools: Mathematica, R, Grafana, Power BI, Excel, Tableau, Looker, SQL, KQL
- AI/ML-Driven Dashboards & Reporting
- Data Modeling, Telemetry Mining, Incident/Trend Analysis
- Geographic & Spatial Data Testing (GIS, Census cartography, Demography datasets)

Enterprise Platforms & ITSM

- ServiceNow, BMC (Admin & Product Owner), Discovery, Case Management, Demand, Facilities, GRC, HR, ITSM, ESM, Legal, Security Ops, Service Mapping, Vendor Risk, Vulnerability Management
- iOffice, Rapid7, Workday, PeopleSoft, Apttus, Active Directory, Brass Ring, Azure, PagerDuty
- ITIL Leadership: Incident, Problem, Change, Knowledge, CMDB, Service Request
- AIOps (Azure): Event Correlation, Clustering, Trend Analysis
- Quality Clouds: Platform Health, Governance, Quality-Gating

EDUCATION

University of Missouri, Master of Arts,
Geography
 Washington University, Bachelor of Arts,
Spanish and Portuguese
 Pontifica Universidade Catolica do Rio de Janeiro

LANGUAGES

Portuguese (fluent)
 Spanish (fluent)
 Levantine Arabic (intermediate)